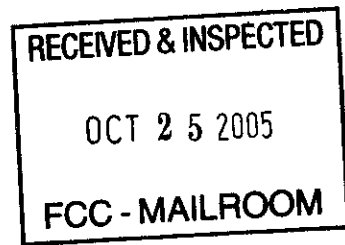


COMMENT TO DOCKET 03-123

infael@hotmail.com wrote on 9/27/2005 10:42:08 AM :

September 27, 2005
Federal Communications Commission



Dear Federal Communications Commission,

Thank you for your decisive leadership on July 14, 2005 accepting the National Association of the Deaf petition on captioning, adopting Video Relay Service (VRS) rules that will improve the quality of VRS and ensure that it moves closer to the goal of functional equivalent access to telecommunications, and clarifying that two-line captioned telephone service can be reimbursed by the TRS fund.

I am thrilled with the new VRS rules that the FCC passed to ensure that the service is brought closer to the goal of a functional equivalent telecommunications service. These rules will make our lives easier now that I can access the nation's telephone network using VRS, 24 hours a day, 7 days a week, and with a prompt response to my initial call. In addition, I look forward to using the VRS Mail feature to leave messages with my friends, family, and co-workers. I also look forward to new rules upgrading and enforcing the quality of captions on television.

However, I urge the FCC to continue to improve the speed of answer for VRS and to enforce FCC rules against blocking. I should be able to use any provider I want without interference from any other provider.

Thank you!

Sincerely,

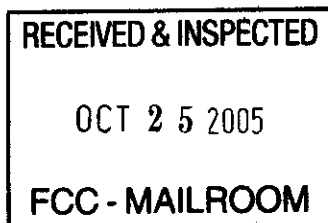
Michael Dowds
1324 Cascade Creek Vw Apt 208
Colorado Springs, CO 80915

No. of Copies rec'd 0
List A B C D E

DOCKET 03-123

Via a Sorensen Video Relay Call to the FCC, the consumer called to express his concern over the fact that the Video Relay Service cannot provide 911 services to him. He stated that he must know the actual emergency number to get the Relay service on the line and he wants to be able to simply dial 911. He wants to know what the Commission will do about this?; He thinks that the Video Relay service should have to provide same services as TSR and VOIP - thereby providing him direct access to 911.

Kevin Wood
(866) 327-8877

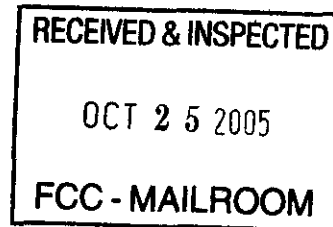


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List A B C D E

DOCKET 03-123

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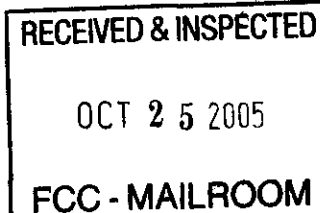


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List A B C D E

FCC Docket 03-123

grooovydeaf@msn.com wrote on 10/2/2005 11:02:09 PM :

October 2, 2005
Federal Communications Commission



Dear Federal Communications Commission,

Thank you for your decisive leadership on July 14, 2005 accepting the National Association of the Deaf petition on captioning, adopting Video Relay Service (VRS) rules that will improve the quality of VRS and ensure that it moves closer to the goal of functional equivalent access to telecommunications, and clarifying that two-line captioned telephone service can be reimbursed by the TRS fund.

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However, I urge the FCC to continue to improve the speed of answer for VRS and to enforce FCC rules against blocking. I should be able to use any provider I want without interference from any other provider.

Thank you!

Sincerely,

Joseph Heredia
999 S Telshor Blvd Apt 1211
Las Cruces, NM 88011

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List A B C D E _____

6

03-123

prayalot@yahoo.com wrote on 9/26/2005 4:02:29 AM :

September 26, 2005
Federal Communications Commission

RECEIVED & INSPECTED

OCT 25 2005

FCC - MAILROOM

Dear Federal Communications Commission,

Thank you for your decisive leadership on July 14, 2005 accepting the National Association of the Deaf petition on captioning, adopting Video Relay Service (VRS) rules that will improve the quality of VRS and ensure that it moves closer to the goal of functional equivalent access to telecommunications, and clarifying that two-line captioned telephone service can be reimbursed by the TRS fund.

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However, I urge the FCC to continue to improve the speed of answer for VRS and to enforce FCC rules against blocking. I should be able to use any provider I want without interference from any other provider.

Thank you!

Sincerely,

Jeffrey Simmons
204 Water St
Pembroke, VA 24136

No. of Copies rec'd 0
List A B C D E

COMMENT FOR DOCKET 03-123 TRS

jlrdis@rit.edu wrote on 10/21/2005 12:35:58 AM :

To Whom it May Concern:

I am a certified sign language Interpreter from Rochester, NY.

Rochester is known for its deaf community and its abundance of Certified interpreters. For this reason many VRS companies find Rochester to be a prime place to set up call centers. CSD was first to come with Sorenson coming, hopefully, next month.

It has come to my attention that CSD, specifically in Rochester, NY is/has hired interpreters NOT CERTIFIED for Video Interpreting. CSD clearly states in their qualifications... "Qualifications: National or state certification Level III or above, NAD Level 4/5 or RID CI/CT/CSC.

That taken directly from the CSD website. Being that my husband is Deaf and uses Video Relay Services to communicate over the phone, he has a right to have quality services as mandated in their requirements for being hired.

I have questioned the manager of the CSD call center, she explained the 2 interpreters with no certification got in with the understanding they will seek certification, how long is this grace period??... HOW IS THEIR QUALITY MEASURED WITHOUT BEING CERTIFIED????

If any interpreter could be hired for VRS work with no certification more people will be flocking to get the work, in turn compromising the quality of services. If those 2 interpreters are allowed to continue working with no certification in a position that requires it, why does the FCC claim the deaf consumer will work with a qualified interpreter; how does the FCC measure qualified????

The phone number I have been given to reach the CSD call center is 585-235-7500 contacting Mike Rizzolo or Kathy Graham.

The resolution I would like seen done is to be more strict and clear by enforcing the "Qualified" requirement to ensure Deaf consumers are receiving the best interpreters for the job by being certified. If an interpreter is not certified, they are not qualified!!! The 2 interpreters should not be able to fly under the radar, resulting in those interpreters potentially ruining the reputation of VRS for those of us that ARE certified and worked quite hard to get here!!

Jennifer Disch, CI/CT
Rochester Institute of Technology
585-475-5280
(c) 585-737-7982

Accepted for filing 10/21/05 0